



FEDERAL TRADE COMMISSION
ReportFraud.ftc.gov

FTC Report Number
187981837

Consumer Report To The FTC

The FTC cannot resolve individual complaints, but we can provide information about next steps to take. We share your report with local, state, federal, and foreign law enforcement partners. Your report might be used to investigate cases in a legal proceeding. Please read our Privacy Policy to learn how we protect your personal information, and when we share it outside the FTC.

About you

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Country: USA

What happened

I am reporting Apple Inc. for serious consumer harm, systemic refusal of support, and negligent handling of confirmed security compromise. I purchased a new iPhone 15+ in Summer 2024 from T-Mobile in Louisville, KY. Within weeks, the device showed persistent unauthorized behavior: microphone activation without any apps granted mic permissions, call rerouting (including to the White House), and untraceable background processes. These issues persisted across iOS 17 and iOS 18. I submitted multiple diagnostics to Apple, including internal analytics logs that confirmed abnormal service behavior. Despite this, Apple refused to escalate the issue. Senior technical support and store managers advised me to purchase an entirely new device — denying all remediation despite proof of firmware-level compromise. I am a federally protected individual under ADA, VAWA, and Medicaid 1915(c). These failures endangered me and my child. Apple has a documented history of deceptive service practices. In 1999 (Docket No. C-3890), the FTC charged Apple for violating Section 5 of the FTC Act by promising free lifetime support and then charging customers. That enforcement is publicly available here: <https://www.ftc.gov/sites/default/files/documents/cases/1997/03/applecom.htm> Furthermore, in 2024, the U.S. Department of Justice filed a sweeping antitrust lawsuit against Apple for monopolizing the smartphone market (DOJ Press Release No. 24-326, March 21, 2024). The DOJ alleges Apple imposes restrictive, exclusionary, and anti-competitive practices that suppress user autonomy and interoperability — exactly what I experienced when denied any access to deeper security support or forensic evaluation. My case reflects this same pattern: Apple denied me access to meaningful support and forcibly retained control over a compromised, closed ecosystem. My device, safety, and digital rights were jeopardized. Apple's refusal to act contradicts their claims of privacy and consumer protection. I am asking the FTC to intervene and hold Apple accountable for what amounts to dangerous suppression of support and unlawful consumer treatment — consistent with both past FTC precedent and current DOJ allegations.

How it started

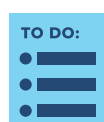
Date fraud began:	Amount I was asked for:	Amount I Paid:
07/21/2024		\$1,400.00
Payment Used:	How I was contacted:	
Credit Card	In Person	

Details about the company, business, or individual

Company/Person		
Name: Apple		
Address Line 1: 1917 S. Hurstbourne Parkway	Address Line 2:	City: Louisville

Company/Person		
State: Kentucky	Zip Code: 40220	Country: USA
Email Address:		
Phone: 502-493-8600		
Website: www.t-mobile.com		
Name of Person You Dealt With: Giselle T-Mobile Sales Associate		

Your Next Steps



If a business won't give you a refund for a credit or debit card charge that's inaccurate or unauthorized, and won't stop making automatic charges to your account:

- File a dispute (also called a “chargeback”) with your credit or debit card company.
 - Online: Log onto your credit or debit card company's website and go through the dispute process.
 - By phone: Call the phone number on the back of your card and tell them why you're filing a dispute.
- Follow up with a letter to your credit or debit card company. To protect any rights you may have, follow up in writing by sending a letter to the address listed for billing disputes or errors. [Use our sample letter.](#)
- Save your records. Keep any letters, notes, or emails related to the scam - they could help prove you're entitled to a refund if the credit or debit card company has any questions.
- Find out your rights at ftc.gov/credit.
- To stop automatic charges for a subscription or service, you should also:
 - Contact the company that's charging you. Tell them to cancel your subscription. Keep a copy of your cancellation request or your notes about who you talked to and when you cancelled.
 - Cancel your subscription. Do this even if you also dispute the charges with your credit or debit card company. Otherwise, the company might point to fine print disclosures on its website or contract and say you still owe money.
 - Watch your bank statements for new charges that you might need to dispute.

General Advice:

- You can find advice and learn more about bad business practices and scams at consumer.ftc.gov.
- If you're concerned that someone might misuse your information, like your Social Security, credit card, or bank account number, go to IdentityTheft.gov for specific steps you can take.
- Learn more about impersonation scams at ftc.gov/impersonators. If someone says they are with the FTC, know that the FTC will never demand money, make threats, tell you to transfer money, or promise you a prize.
- You also can file a report with your [state attorney general](#).

What Happens Next



- Your report will help us in our efforts to protect all consumers. Thank You!

- We can't resolve your individual report, but we use reports to investigate and bring cases against fraud, scams, and bad business practices.
- We share your report with our law enforcement partners who also use reports to investigate and bring cases against fraud, scams, and bad business practices.
- We use reports to spot trends, educate the public, and provide data about what is happening in your community. You can check out what is going on in your state and metro area by visiting ftc.gov/exploredata.

ftc.gov/refunds